

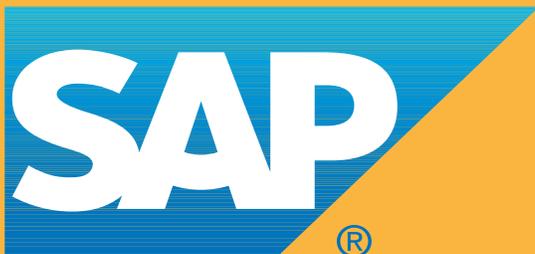


Travel and Expense Management Technology Insight Report

Q1 2014

Featuring Insights on ...

Underwritten in part by



Market Trends in T&E

Expense Report Submission and
Reimbursement Methods

Various Aspects of Travel and Expense
Management Automation

Impact of the Adoption of Travel and
Expense Management Solutions

Best-of-Breed Travel and Expense
Management Vendors

Table of Contents

Table of Contents	B
Introduction	1
Executive Summary.....	2
Survey Respondents	4
Survey Results.....	7
Travel and Expense Management Universe	21
Conclusion	24
Research Methodology	24
SAP.....	25
SAP Case Study	29
About PayStream Advisors	31

Introduction

Globalization has led to an increasingly mobile workforce among today's leading corporations. Mobile employees are often under immense pressure to be punctual, deliver results, minimize travel expenses, and keep detailed records of purchases. With today's modern Travel and Expense Management (TEM) solutions, the latter two of these expectations can be streamlined. Workers are then able to focus on the more important task of delivering results that will increase corporate performance. Jumbling paper receipts, journaling transactions, and painstakingly attempting to find the best last-minute flight deals are mostly a thing of the past; the traveling employee can rest easy.

This annual PayStream Advisors Travel and Expense Management Technology Insight report provides a comparative look at the past two years and reveals TEM trends, as identified by finance and accounting professionals throughout the U.S.

Consistent with the findings of the 2013 Travel and Expense Management report, the use of TEM solutions continues to increase. Thirty-eight percent of survey respondents report that their T&E process is fully automated and is a single/integrated system, up 2 percent from 2013.

Over half of survey respondents report that T&E spending has increased over the past three years. PayStream analysts attribute this to a variety of factors including a growing economy, increased federal reporting requirements in key industries, and the overall increase in automated TEM solution adoption yielding lower costs of travel.

The market for travel and expense management solutions is estimated at approximately \$52 billion. PayStream predicts demand is likely to expand at a compound average annual growth rate of 8 percent, due to a combination of economic growth and increased market knowledge.

Executive Summary

Seeking to gain insights into current trends in travel and expense management solution adoption, PayStream Advisors has conducted an in-depth survey of finance and accounting professionals. This report details the findings.

Our 2014 Travel and Expense survey found:

- » Manual Data Entry ranks as the number one challenge that organizations face in the expense management process. In previous years the number one challenge has been an inability to enforce corporate travel policies.
- » Using an automated solution continues to rise as the primary method of submitting expense reports (55 percent). However, nearly one-third (30 percent) of survey respondents are still utilizing inter-office mail to submit expense reports, although the percentage is decreasing.
- » There has been a drastic decrease in the submission of paper receipts to the AP department. The use of image scanning methods has also increased proportionately.
- » Direct deposit into bank accounts continues to increase as the primary method of travel reimbursement, although it is clear that most companies are still utilizing a variety of methods.
- » The percentage of companies utilizing a fully automated and integrated travel and expense management solution continues to increase while the percentage of companies still using entirely or partially manual processes continues to decrease.
- » The belief that current processes are effective (39 percent) ranks as the number one reason why organizations have not automated their travel and expense process.
- » The cost to process a single expense report is dependent upon the level of automation an organization has implemented. Survey results suggest that on average, there is a \$15.59 cost difference between expense reports that are processed manually versus using a fully integrated automation solution.
- » Mobile capture of receipts ranks as the most used feature of automated TEM solutions (95 percent), while improved visibility into spend ranks as the biggest benefit achieved by TEM implementation.
- » Over half of respondents report that corporate credit card usage for travel and expense has increased over the last three years.



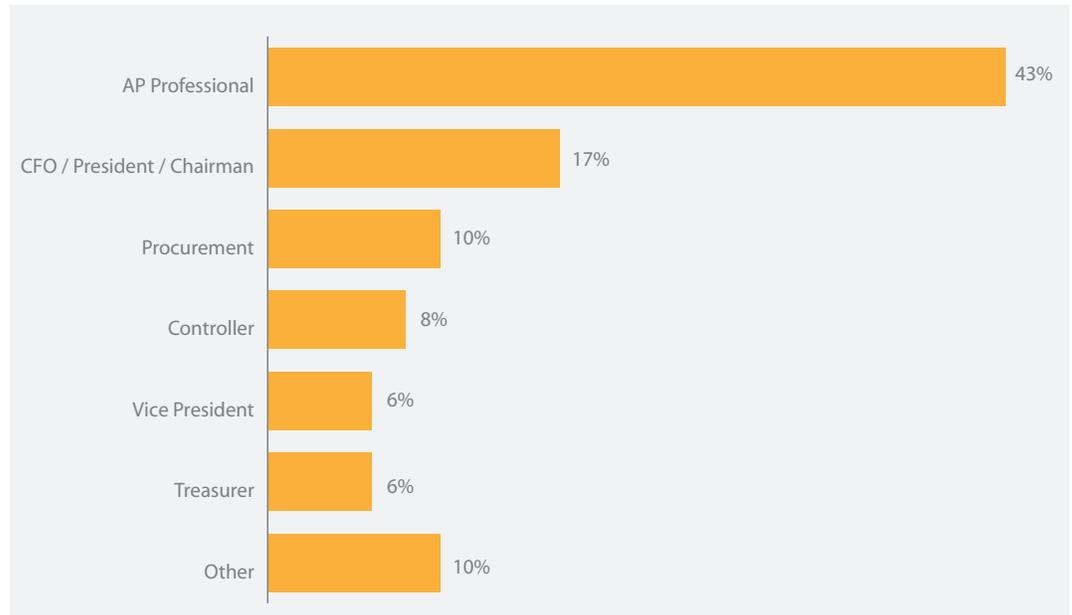
Based on the results of PayStream's 2014 Travel and Expense survey of over 200 accounts payable and finance professionals at U.S.-based enterprises, AP professionals are encouraged to explore travel and expense solutions with the goal of reducing processing costs and reimbursement cycle times and increasing visibility, compliance with company policy, and employee satisfaction.

Travel and Expense Management is one of several reports available for download in PayStream Advisors Research Vault.

Survey Respondents

Figure 1

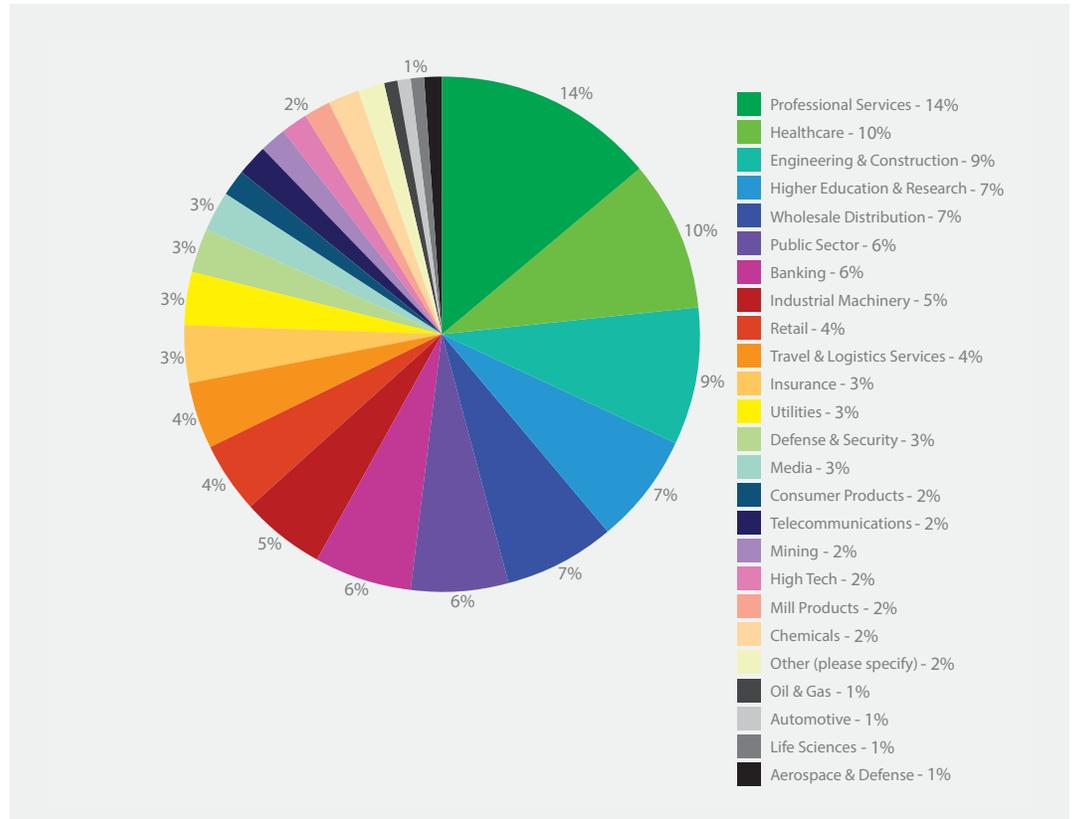
What title best applies to your position within the company?



The largest group represented among survey respondents were AP professionals (43 percent). CFOs/Presidents/Chairmen were the second largest group (17 percent); other titles are represented with fewer respondents, see Figure 1.

Figure 2

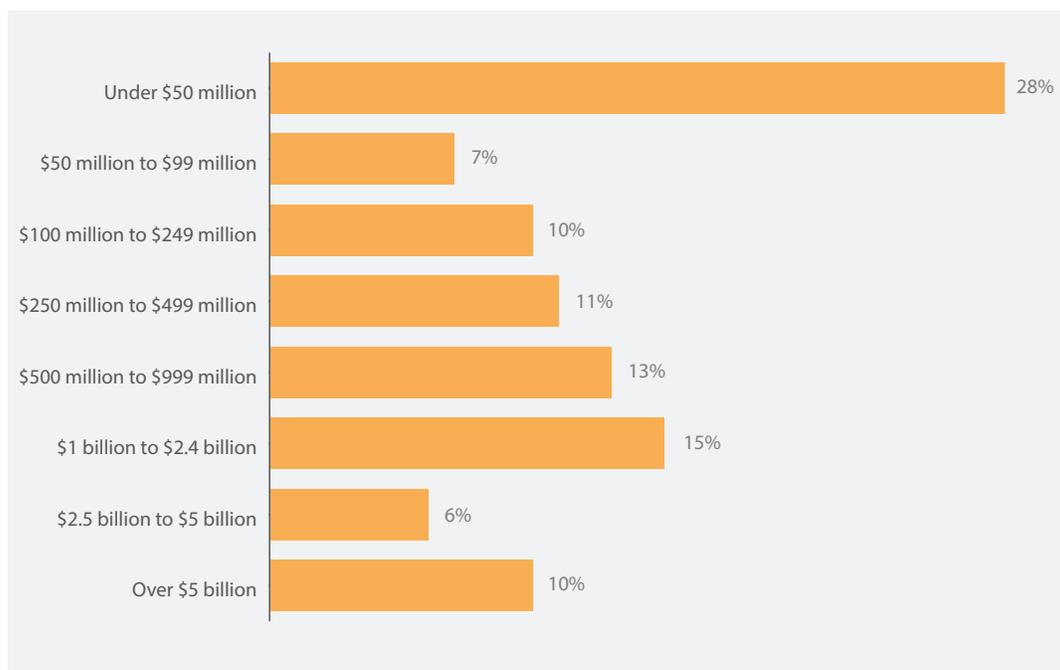
What industry is your company in?



Respondents represented a wide range of industries with the largest segment (14 percent) coming from the professional services sector. Healthcare (10 percent), Engineering & Construction (9 percent), Higher Education & Research (7 percent), and Wholesale Distribution (7 percent) also represented fairly large segments. Remaining respondents fall under a number of other industries including Banking, Manufacturing, Retail, Travel & Logistics, and the Public Sector (all of which represent 4-6 percent each of the total). Remaining industries represented 3 percent or less of respondents, see Figure 2.

Figure 3

What is your company's annual revenue?

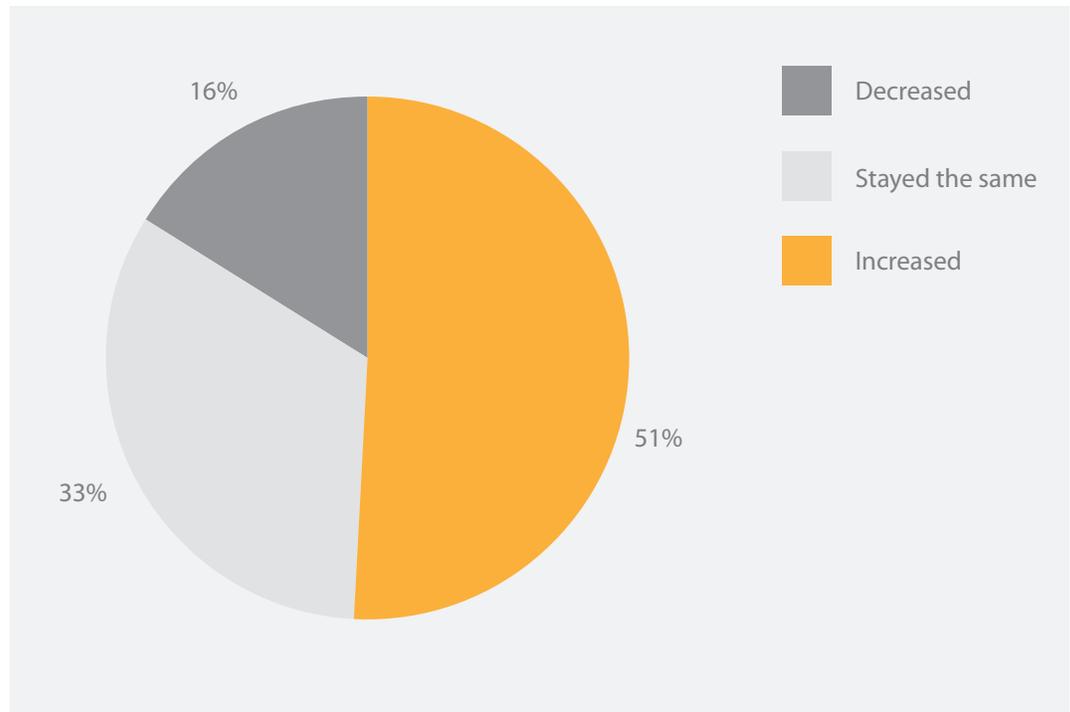


Over a quarter (28 percent) of the companies responding to PayStream's survey were fairly small with revenues of less than 50 million dollars per year. Organizations with revenues between 50 million and 250 million represented 17 percent of respondents, while those with revenues between 250 million and 500 million represented 11 percent, and between 500 and 999 million, 13 percent. Enterprise-level organizations earning 1 billion or more per year represented almost one-third of the survey data, with 10 percent representing revenues of 5 billion or more. See figure 3 for a more detailed layout.

Survey Results

Figure 4

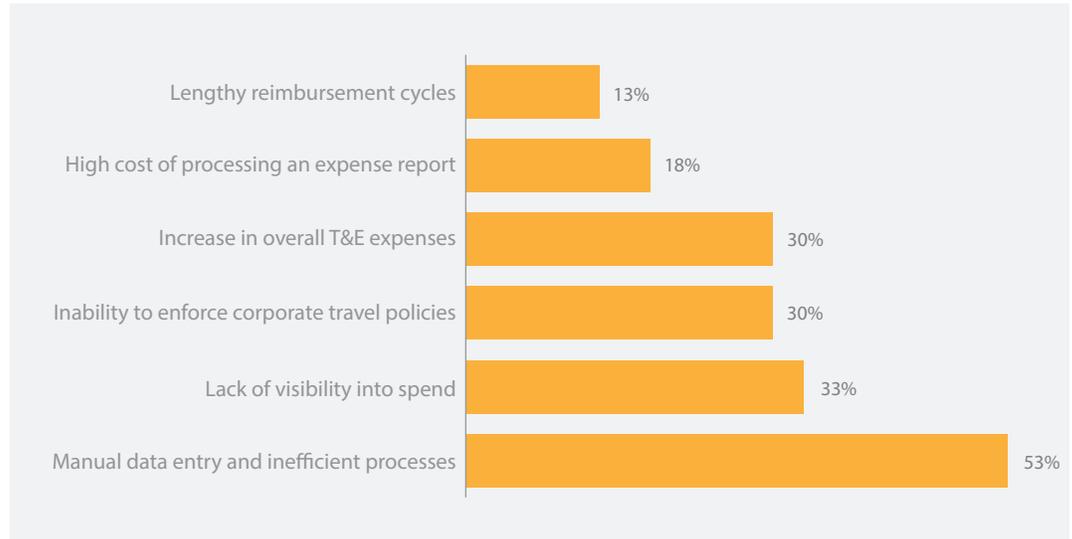
How has your T&E changed over the last three years?



Over half (51 percent) of the companies surveyed reported an increase in the amount they are spending on T&E. A third of respondents stated their travel and expense expenditures have remained constant over the past three years, while 16 percent stated their T&E spend has decreased. As our economy continues to grow and proceed in a positive direction, travel expenses are increasing and more employers are sending their employees back on the road. Now more than ever, monitoring policy compliance and T&E spend is essential to avoid unnecessary costs and increase revenues.

Figure 5

What are the biggest challenges your organization faces in the expense management process (Respondents were able to select up to three).

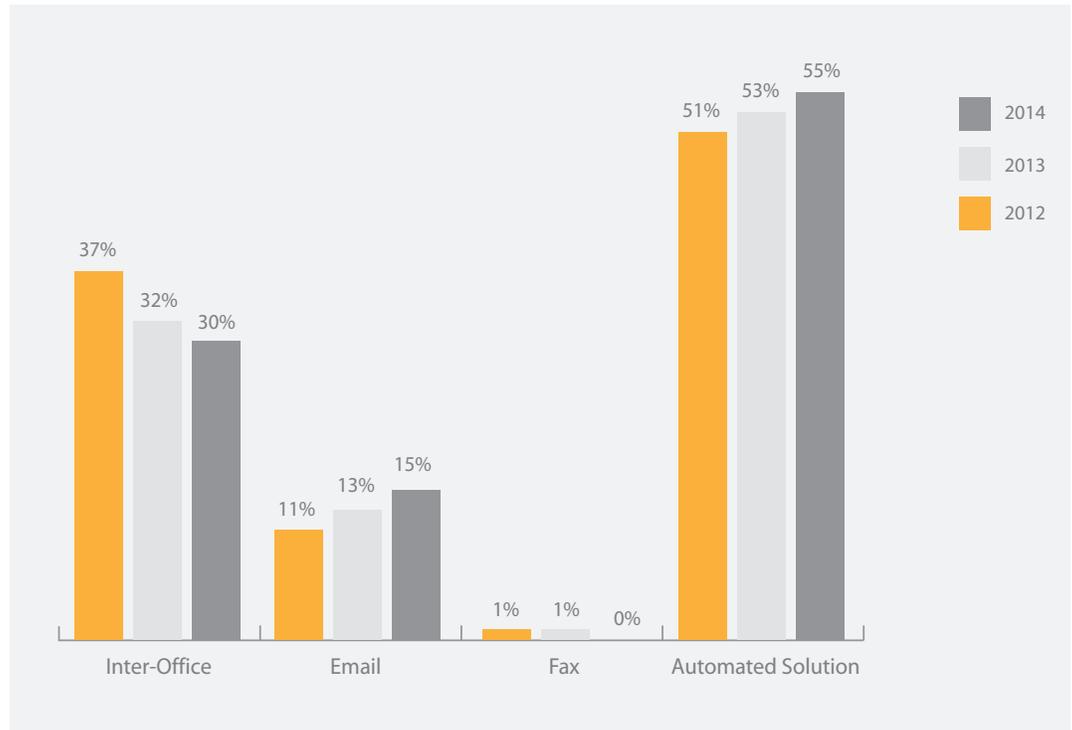


Manual data entry and inefficient processing were the highest ranking challenges to respondents' current processes, followed closely by a lack of visibility into spend. Today's modern TEM solutions ease both of these ailments. Intelligent image capture, a process by which an image of a receipt is captured by an employee and automatically populated into an expense report, takes data entry out of the equation. Furthermore, the business intelligence tools that come out of the box with TEM solutions provide users with detailed and insightful reports that itemize and categorize expenditures for easy analysis.

Another challenge facing organizations is an inability to enforce corporate travel policies. Travel and Expense solutions eliminate this problem in two ways. First, pre-trip approval functioning allows employees to book travel arrangements and request approval before any transaction or trip has taken place, therefore eliminating the problem before it is created. Hard or soft stop policy engines also prevent the entering of expenses outside company guidelines. Together, these functions operate as a policy enforcer, eliminating overspending by employees.

Figure 6

What percent of expense reports are received via the following methods?

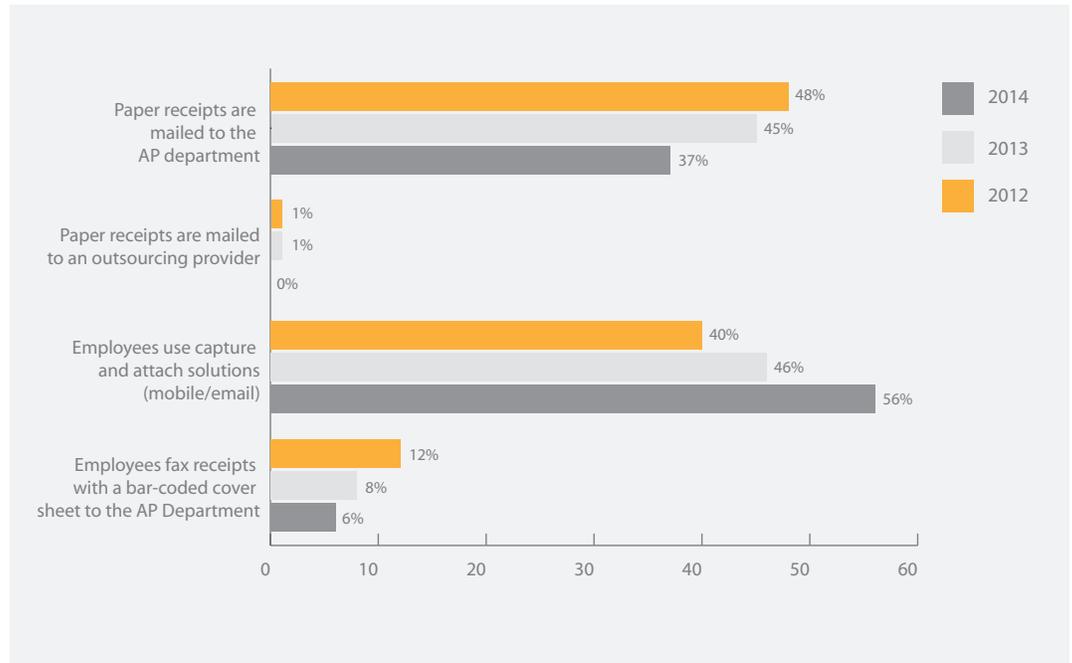


As seen in Figure 6, the trends toward automation and away from inter-office mail are readily apparent. Inter-office mail is down 7 percent from 2012 and 2 percent from 2013, now accounting for 30 percent of expense report receipt. Automated expense reports have increased three percent over the last two years from 51 percent in 2012 to 54 percent in 2014. Email as a reporting method has increased four percentage points from 2012 to 2014. Every respondent reported that fax is no longer a method of receiving expense reports. The outdated facsimile machine has finally seen its final day—not a moment too soon.

The bottom line is that automated solutions are faster, easier, and more efficient when it comes to submitting expense reports. They save employees and managers time, allowing them to focus on more important matters. Another key differentiator is mobility. Automated solutions offer smart phone and tablet functionality, allowing both report submission and approval on the go. This means a constant approval chain for approvers, which leads to quicker reimbursements for employees and earlier access to reporting for administrators.

Figure 7

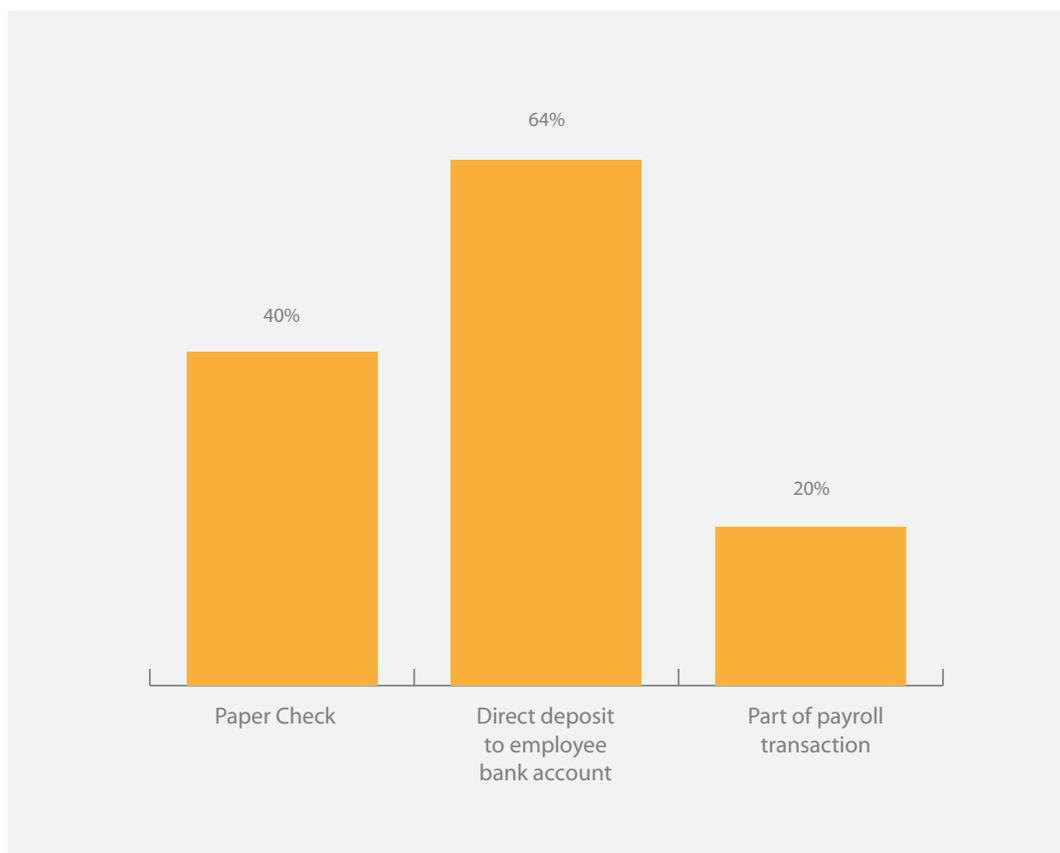
Which of the following methods do your employees use to submit expense receipts?



As expected, PayStream has seen a dramatic increase in the use of capture and attach (mobile and email) solutions. Adoption has increased from 40 percent in 2012 to 46 percent in 2013 to 56 percent today. With this rise has come a decline in other methods, including mailing receipts (down 23 percent since 2012) and faxing receipts to a central server (down 6 percent since 2012). The benefits of capture and attach are countless. Not only does it expedite the entire process from purchase to reimbursement, it increases visibility and accuracy—both vital to controlling expenditures.

Figure 8

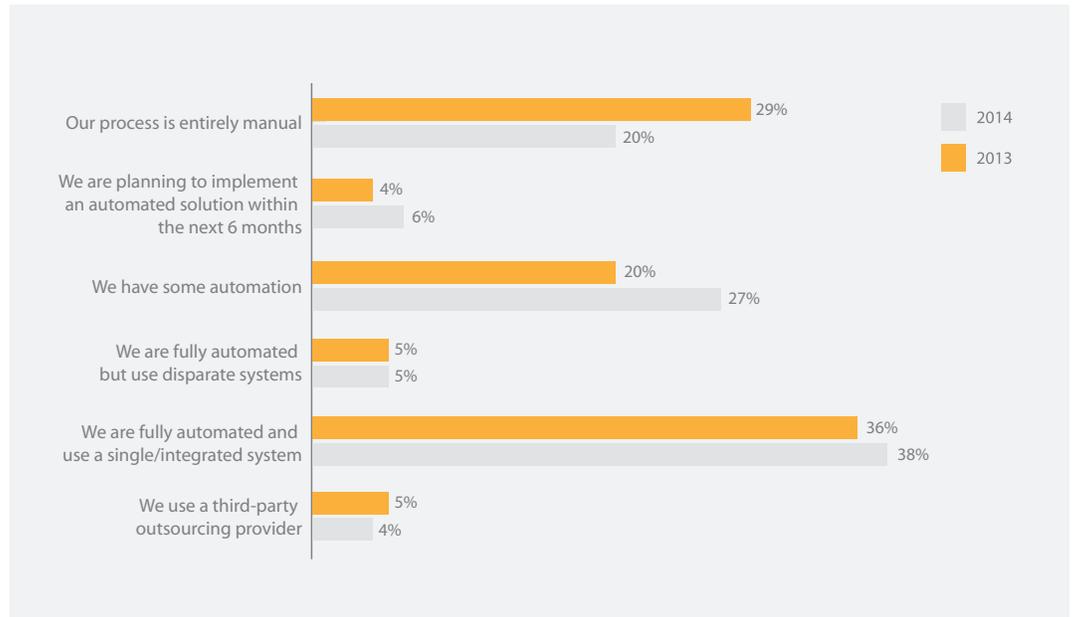
Which of the following methods do you use to reimburse employee expenses?



Direct Deposit to employee bank accounts ranks as the number one expense reimbursement method—63 percent, up from 55 percent in 2013. The increase in direct deposits yielded a decrease in both paper check reimbursement and in the need to include reimbursements as part of payroll transactions.

Figure 9

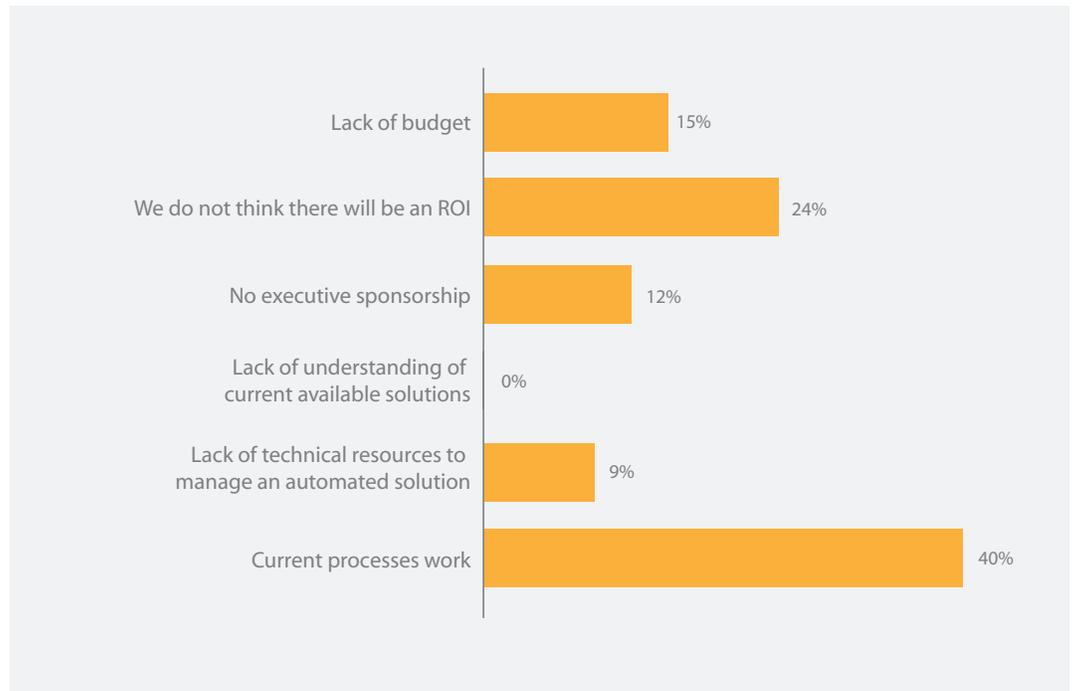
Which of the following statements best describes the extent of automation in your T&E process?



Over one-third (38 percent) of survey respondents report that their organizations use a fully integrated TEM solution, up from 36 percent in the year prior. The percentage of companies using an entirely manual process continues to decline, dropping from 29 percent in 2013 to 20 percent in 2014. There has also been a steady increase in companies planning to integrate (6 percent) and incorporating some integration (27 percent). Little change has occurred in the percentage of companies using disparate systems or outsourcing TEM to a third-party provider.

Figure 10

What is the reason your organization has not automated the T&E process?



PayStream’s survey shows that the biggest reasons companies have yet to implement an automated TEM solution are that they feel current processes are sufficient and they doubt there will be an ROI. In a way, these are one and the same. For an organization, it may be true that currently instilled processes work and implementation of an automated system will likely incur up-front costs. However, what these professionals are failing to realize is that the initial costs will be far outweighed by the long-term savings (not to mention greater efficiency, visibility, and policy adoption). As the next section will show, the average costs of manual processes are drastically higher than those of an automated TEM process.

According to the 2014 TEM survey, the amount an organization spends to process an expense report varies greatly depending on the level of automation in place. Companies whose expense report process is entirely manual spend around \$20.18 per report, on average. This is significantly higher than the average cost per report for organizations that have implemented a fully automated TEM solution. Their average cost is only \$7.60 per report, which is 67 percent lower than their manual entry counterparts. Organizations that reported utilizing some automation or partially automated solutions claimed an average cost of \$17.40. The amounts listed in Figure 11 represent massive opportunities for savings in Travel and Expense.

Figure 11

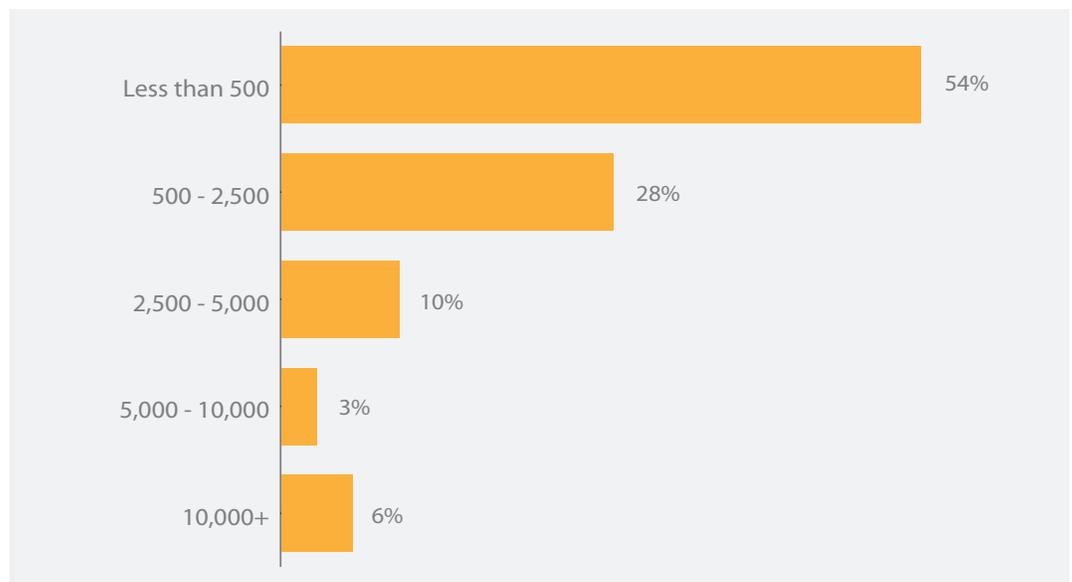
What is the average cost to process a single expense report?

Type	Average
Manual	20.18
Some Automation	17.40
Fully Automated	7.60

Considering the number of expense reports processed by the companies (see Figure 12 below), close to half of respondents stated they process more than 500 reports per month and one-fifth said the number was over 2,500 per month. The opportunities for savings here are readily apparent. Institutions processing over 2,500 reports per month who have yet to fully automate their T&E process could save hundreds of thousands of dollars every year by adopting a fully automated TEM solution.

Figure 12

How many expense reports does your organization process per month?



Another key driver in implementing modern TEM solutions is visibility into spending. Figure 13 shows that over half of survey respondents (58 percent) spend over \$500,000 a year on travel and expense. Close to a third of those companies spend over 5 million dollars per year. With expense budgets in the millions of dollars per year, it is essential to have complete visibility into spending and access to detailed reports that allow administrators to increase the efficacy of their budgets and avoid costly errors.

Figure 13

What is your company's annual T&E spend?

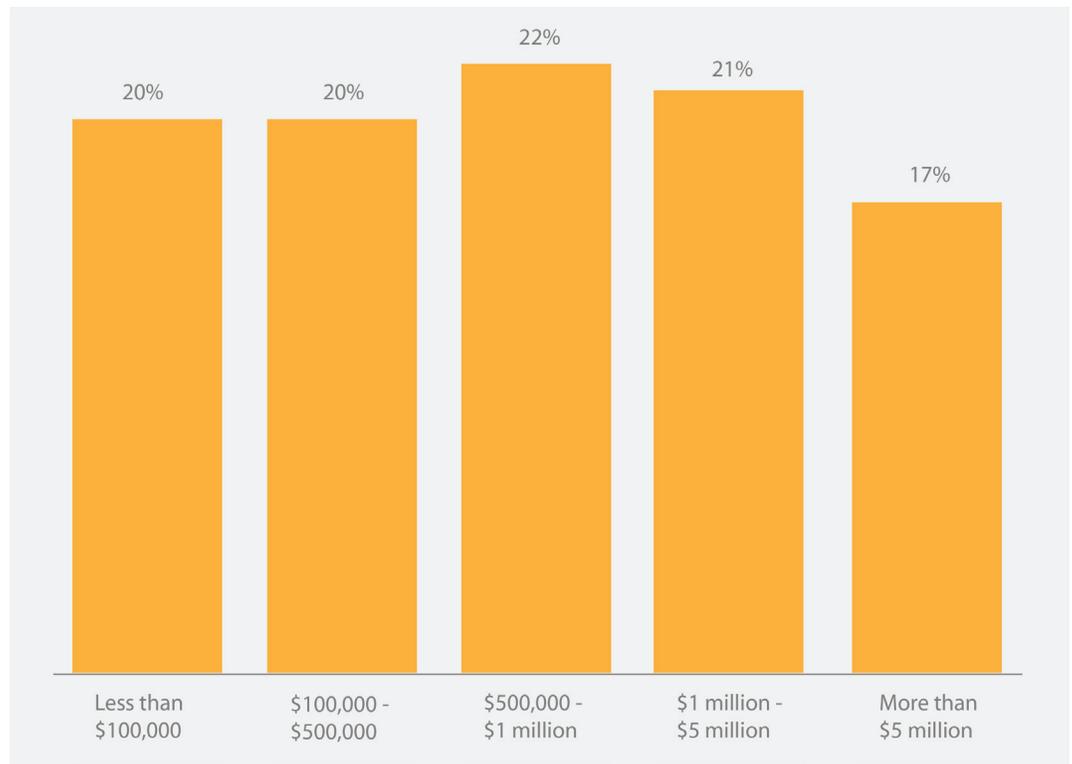
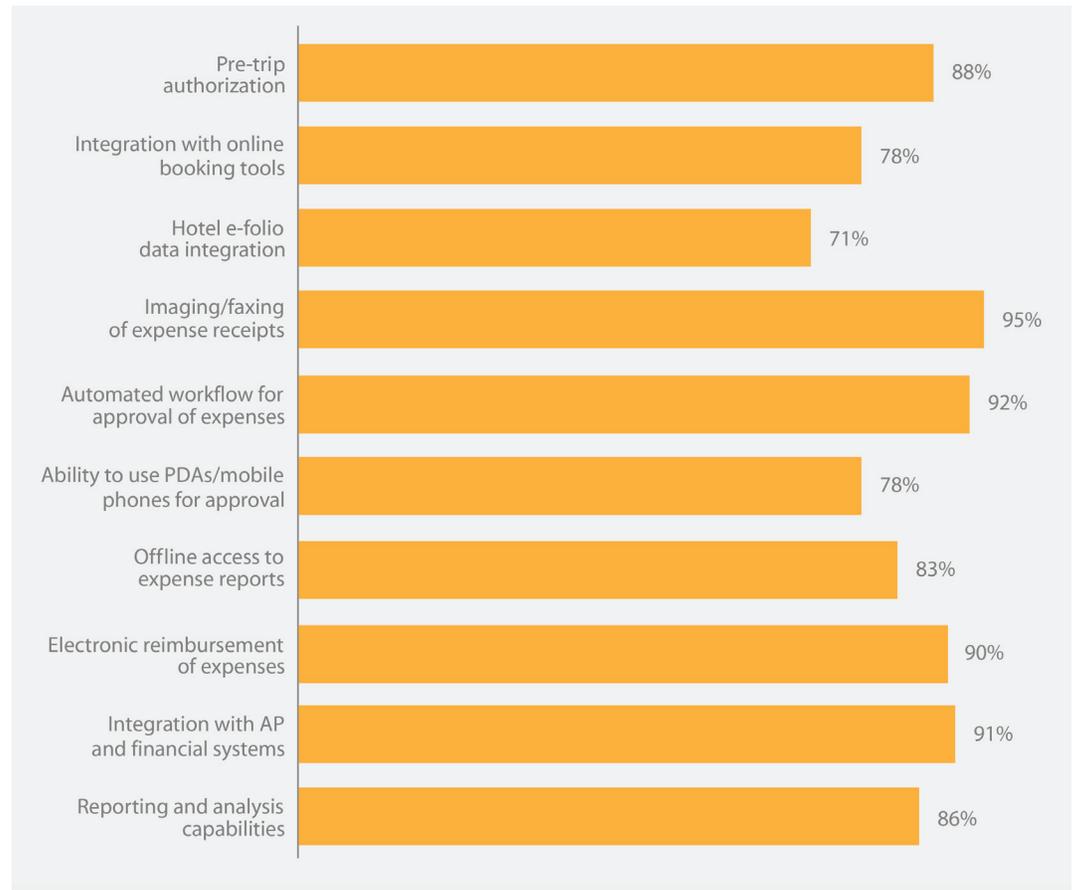


Figure 14

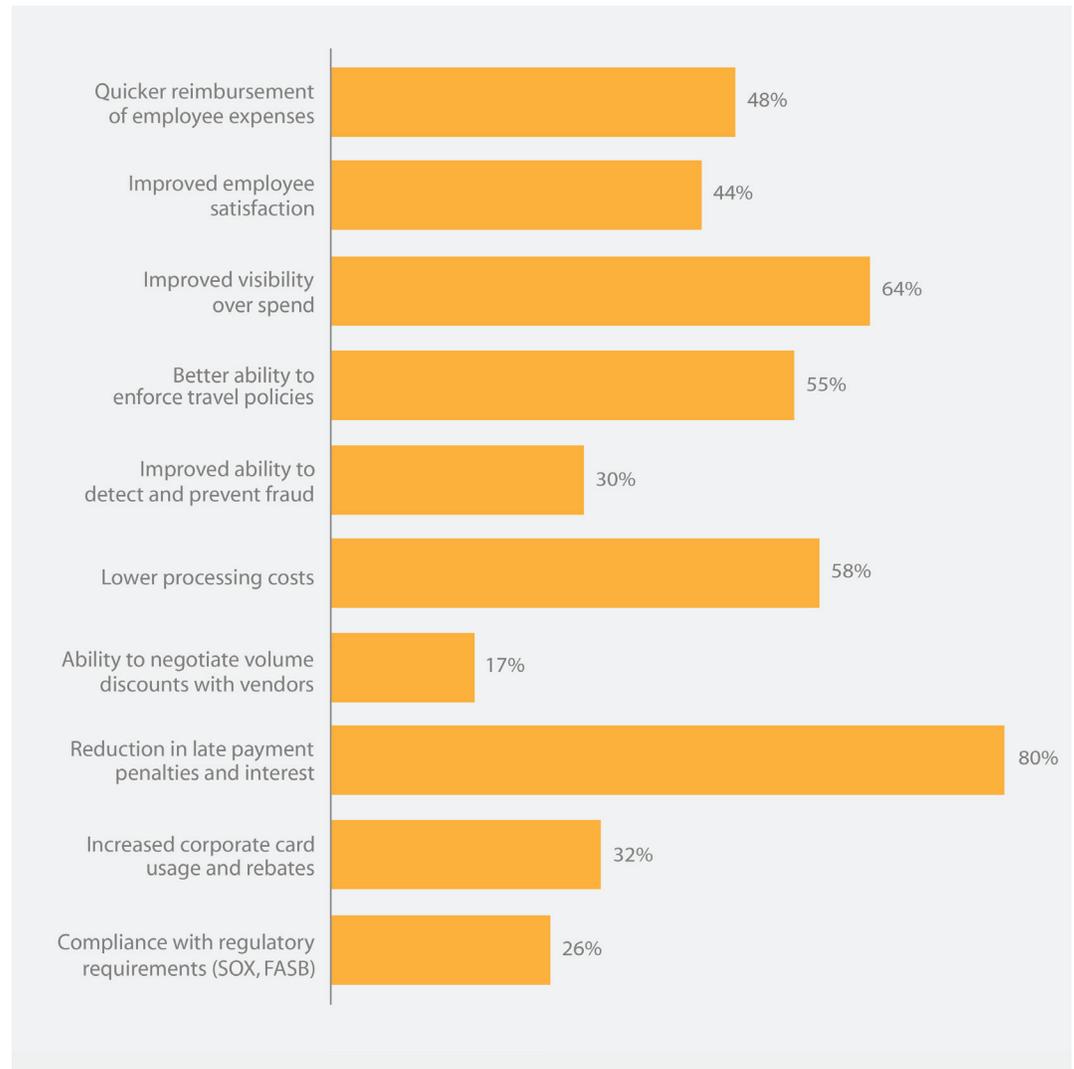
Which of the following features of the automated T&E solution do you currently use?



Today's TEM solutions are seamless, end-to-end utilities that are easy to use and highly adaptable, based on a company's specific needs. Features most widely adopted are represented in Figure 14. The feature most widely used is the capture and imaging of receipts. The traditional method of saving physical receipts to include them with an expense report is time-consuming and cumbersome, not to mention error-prone. For this reason, adoption of the image capture feature is widespread among users. In fact, looking at Figure 14, it appears that every feature of today's TEM solutions are used by the majority* of survey respondents and most are close to achieving 100 percent adoption rates.

Figure 15

What are the biggest benefits you have achieved or expect to achieve by automating your T&E process (Respondents were able to select up to three)?



The improvements that come with implementing a modern TEM solution are numerous. Figure 15 shows how survey respondents felt implementing a TEM solution benefited their organization. An improved visibility into spending ranked as the number one response (64 percent). As discussed, the detailed reporting and analytics functions of TEM solutions give greater control to decision makers, empowering them to reduce unnecessary spending and increase revenues. Other widely reported benefits were an increased ability to enforce travel policies (55 percent) and lower processing costs (58 percent).

Figure 16
Do you use Corporate Purchasing Cards for TEM?

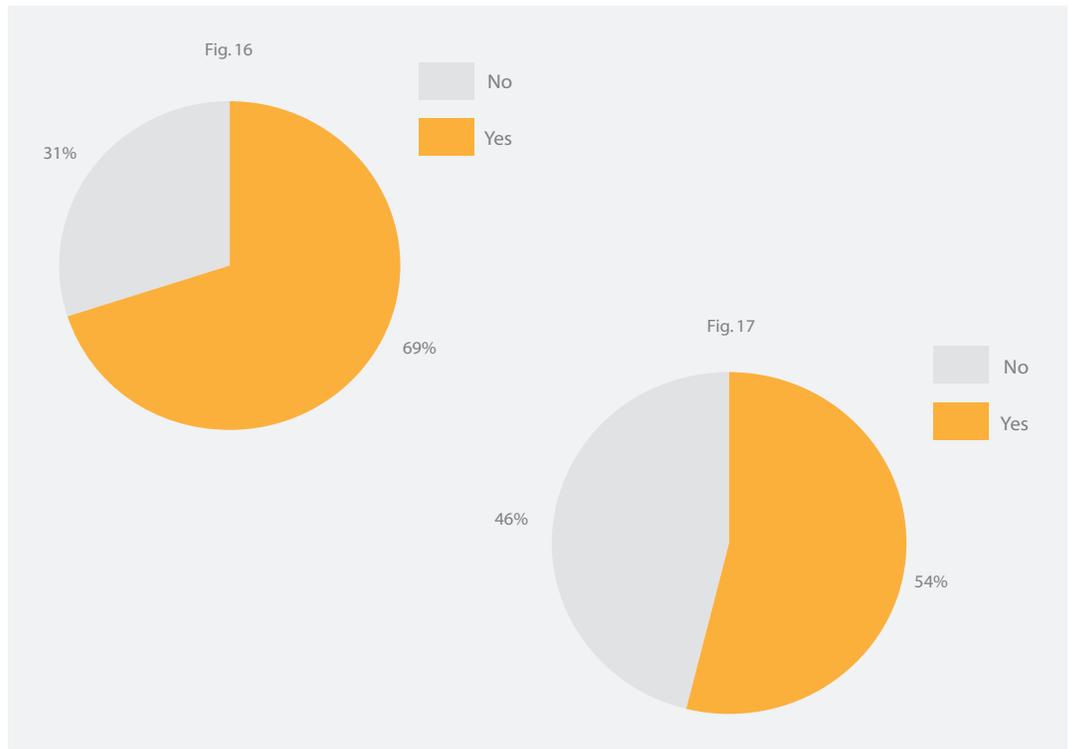
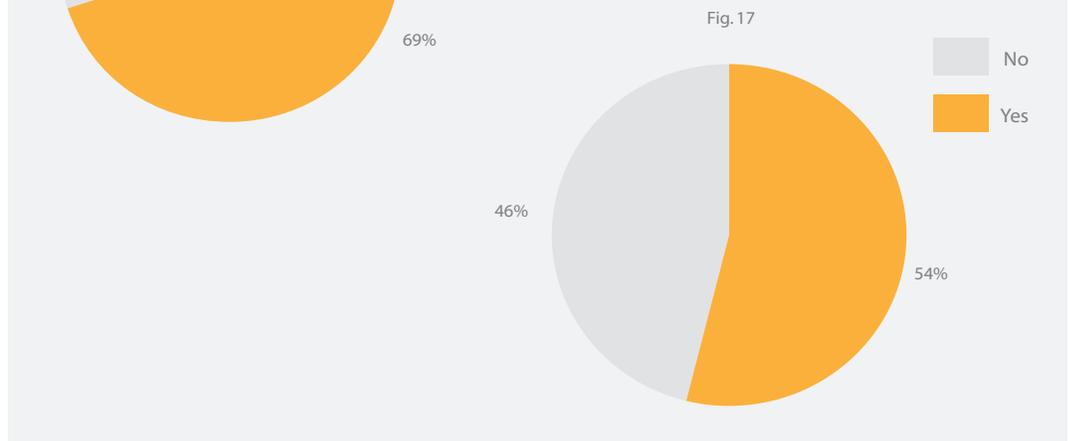


Figure 17
Do you have separate cards used solely for TEM?



The figures above and below show that the use of corporate purchasing cards for travel and expense is widespread, with 69 percent of companies reporting they use corporate cards (see Figure 16) and 96 percent reporting that use has either increased or stayed the same in the last three years, see Figure 18. Fifty-three percent report to have separate cards specifically for travel and expense purchases, see Figure 17.

Figure 18
Over the last 3 years, usage of cards for T&E has?

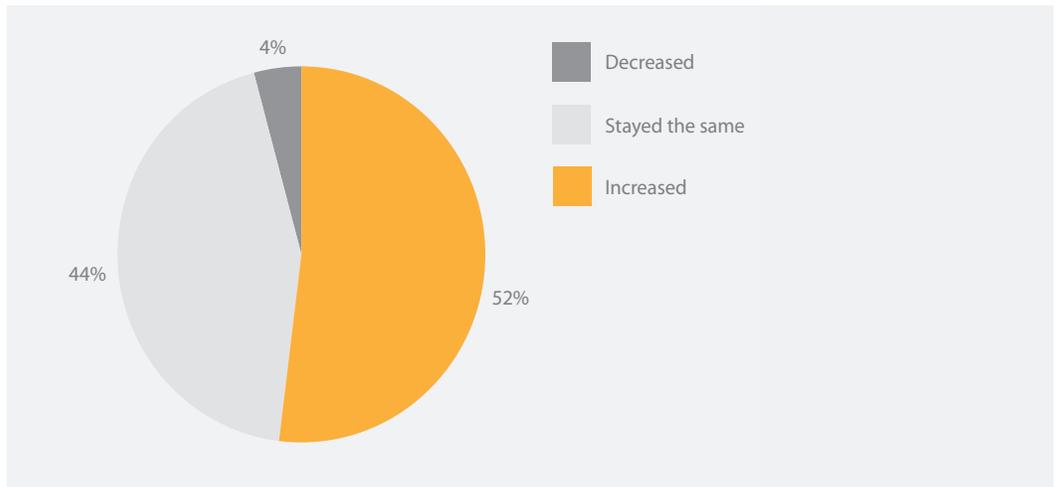


Figure 19

What percent of your T&E is paid for using purchasing cards?

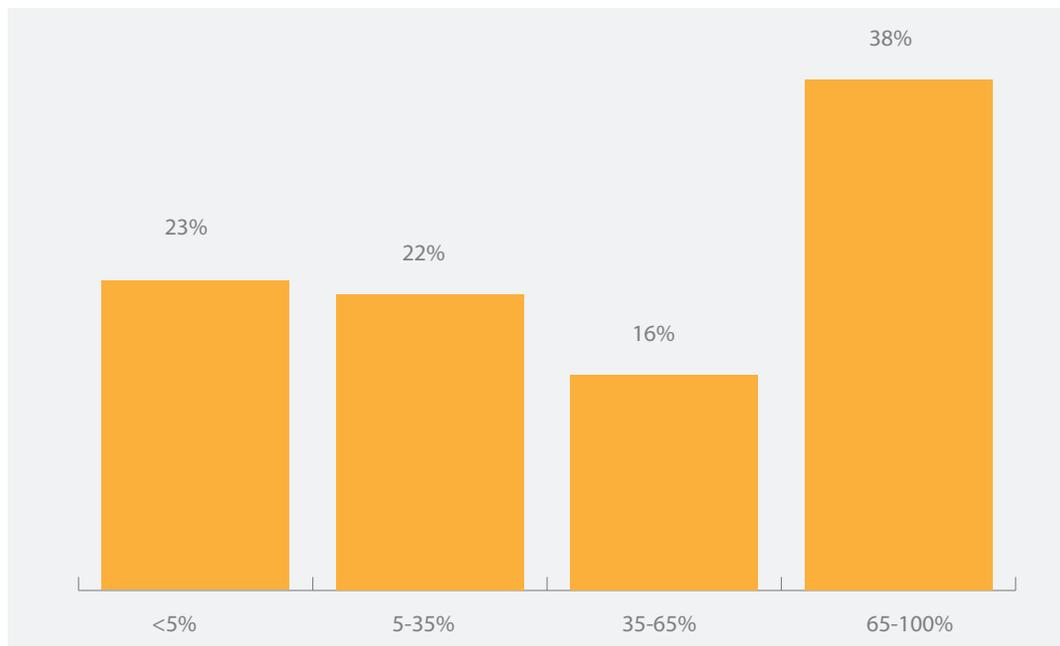
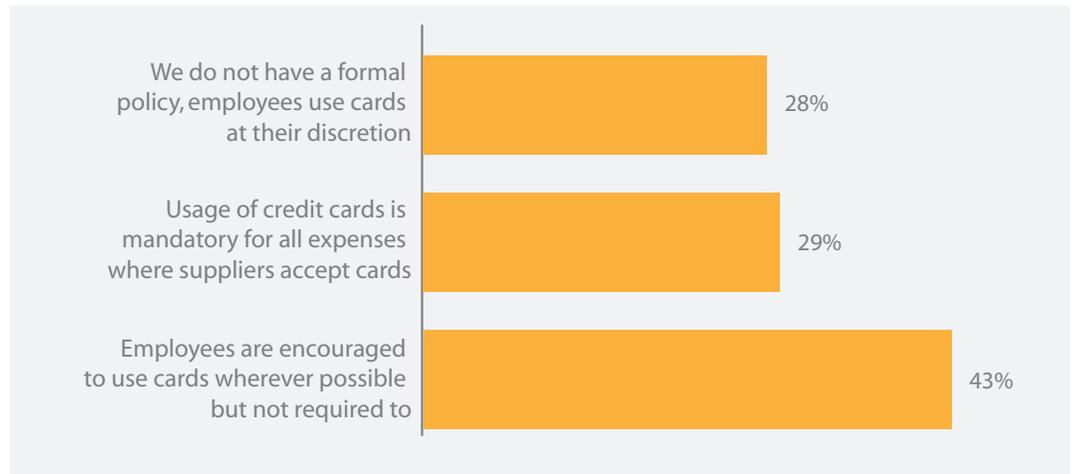


Figure 19 shows that purchasing cards represent a large portion of payment methods within Travel and Expense. Thirty-eight percent of respondents reported that over 65 percent of T&E purchases are made with purchasing cards.

PayStream has been monitoring the use of purchasing cards for several years. The advantages to purchasing cards within TEM are unique. The more an employee spends on company credit cards, the higher the returns the company will receive from rewards programs. These rebates and rewards can often be doubled or tripled if used with preferred merchants, thus further increasing savings.

Figure 20

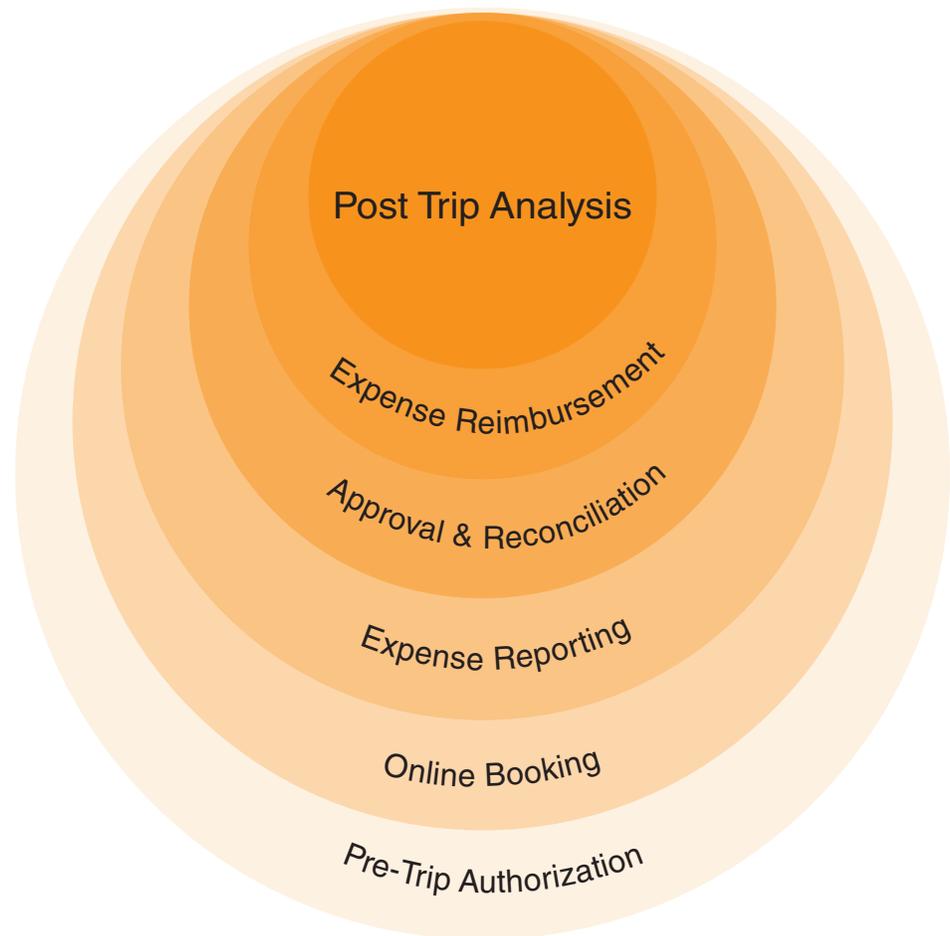
What is your policy
around usage of credit
cards for T&E?



Transactions made on corporate cards can automatically populate line items within expense reports when using automated TEM solutions. This saves valuable time for the employee and provides increased visibility for administrators. These benefits are so apparent that 29 percent of companies surveyed stated that the use of corporate or purchasing cards is mandatory for all T&E transactions and 44 percent said it was highly encouraged, see Figure 20.

Travel and Expense Management Universe

As the economy improves, travel and expense budgets will continue to grow. TEM solutions are a key component in making the most of this budget; they streamline the report submission process while providing advanced business intelligence and analytics tools to proactively control costs. This section outlines the Travel and Expense Management solution universe from pre-trip authorization through post-trip analysis.



- » **Pre-Trip Authorization:** With today's modern TEM solutions, users can plan and book a trip in advance as well as submit travel plans for approval. Corporate travel policies, preferred vendors, and spending limits are all incorporated into the pre-trip authorization process. Employees are notified up front if they have booked outside company spending limits, which will eliminate unauthorized expense reimbursement requests after a trip. Managers also receive pre-trip notifications, are notified when out-of-policy requests are submitted, and may approve or deny requests based on budget restraints or spend limits. Pre-trip authorization helps to eliminate one of the primary problems associated with travel and expense—reinforcing company travel policies.
- » **Online Booking:** Online booking tools are often directly integrated with TEM solutions to provide employees with a tool to book airfare, hotel reservations, and transportation such as car rental through approved or preferred vendors. Online booking mechanisms provide companies with an additional level of control. Organizations can require employees to utilize preferred travel vendors, thereby increasing volume-based discounts and frequent traveler rebates, and cutting costs. In addition, the online booking tool provides a single source to manage all aspects of a trip and itineraries are automatically transferred into a company's T&E system for easy data entry and expense reporting after a trip has been completed.
- » **Expense Reporting:** Accurate expense reporting is vital to controlling travel and expense spending. Modern TEM solutions automate expense reporting by prepopulating expense reports from corporate credit card transactions, receipt image capture, and electronic receipts, thus eliminating an otherwise time consuming and error-prone manual entry process.
- » **Approval, Reconciliation, and Expense Reimbursement:** Automating the reporting process not only saves employees and managers valuable time, it also expedites workflow to produce speedier approvals from managers and reconciliations from employees. The mobile support offered by today's TEM solutions provides on-the-go managers a way to stay on top of expense approvals via smart phones, tablets, or any device with email connectivity. This improved workflow results in shortened processing time for reimbursements, thus increasing employee satisfaction and productivity. Not only are most disbursements sent directly via direct deposit, employees can track the progress of their reimbursement through every step of the submission, approval, and reimbursement cycles. As shown in Figures 16-18, companies using TEM solutions are also taking advantage of purchasing cards. These go hand-in-hand; automated payments and workflow results in higher rebate and discount percentages, which increases revenues and cuts costs.

» **Post-Trip Analysis:** Access into T&E data has proven to be a significant hurdle in achieving cost control and compliance for many companies. It is difficult to control T&E spending without the ability to identify patterns. Companies that utilize TEM solutions have instant, real-time access to key metrics and reporting data to analyze spending at various levels, including employee, department, supplier, etc. Access to this variable data can be analyzed to eliminate wasteful expenditure through control measures and regular audits. Frugal and problem users can also be identified to ensure that approvers and auditors are focusing their attention on the right individuals or departments. Post-trip analysis tools provide purchasing managers with invaluable information regarding a company's overall T&E spending habits, which is yet another compelling feature of TEM solutions.

Conclusion

Travel is often one of the highest single expenditures for companies and as such stands to be the biggest area for savings and improvement. The costs and time associated with manual data entry are by far the leading challenge among today's organizations, see Figure 5. Increasingly, organizations are solving this problem with automated TEM solutions, the benefits of which, as we have illustrated, do not end there.

Pre-trip authorization and integrated online booking tools are now the go-to strategy for Travel, AP, and HR departments to enforce company spending policies. Historically, policy compliance has been a central struggle with TEM, and today's solutions have finally presented a resolution.

The validity or ROI should no longer be the value proposition given to executives by Travel and AP departments. Year after year PayStream has identified that the costs of a manual, paper-based system are far greater than automated ones. The question is no longer "Should we automate?" but "Which solution is right for us?" The following section is a selection of sponsoring partners that helped fund this research report. Organizations that are looking to automate the T&E process should consider exploring the benefits of working with these industry leaders.

Research Methodology

The findings in this report are based on the results of PayStream Advisors Travel and Expense Management Survey conducted in Q4 of 2013 and Q1 of 2014. Participants in this study included more than 200 AP, finance, treasury and procurement professionals. Based on PayStream's experience and the number of survey respondents, the survey has a confidence interval of +/- 7 percent at a 95 percent confidence level.

SAP

Founded in 1972, SAP has a proven reputation for providing enterprise business software. Headquartered in Walldorf, Germany, SAP (which stands for “Systems, Applications, and Products in Data Processing”) provides applications and services to over 251,000 customers in more than 188 countries worldwide, helping them operate profitably, adapt continuously, and grow sustainably.

SAP is not new to the travel and expense market, and has provided travel management applications since 1989. In the first quarter of 2012, SAP launched its cloud-based application called SAP Cloud for Travel and Expense, which leverages SAP’s decades of experience in Travel and Expense Management. SAP Cloud for Travel and Expense was designed from the ground up as a best-of-breed solution and provides modern, consumer-grade usability and mobility, featuring support for all major smartphone and tablet devices. The solution provides an end-to-end user experience that includes pre-trip approval and online booking integration, expense reporting, and reimbursement. SAP Cloud for Travel and Expense can be used in more than 100 countries and handles multiple languages and all global currencies. Customers can either leverage one of SAP’s 21 country versions with out-of-the-box pre-configurations supporting specific tax and local requirements in key countries or use SAP’s international country template, which can be configured by customers for expense and reimbursement processes globally.

Website	www.sap.com
Headquarters	Walldorf, Germany
Founded	1972
Number of Employees	66,000+
Number of Customers	251,000 in over 188 countries
Additional Locations	SAP operates in over 130 countries, across the Americas, Europe, Africa/Middle East and Asia Pacific.
Key Clients	SAP Cloud for Travel and Expense has been adopted by many companies of different sizes and industries across the globe. This includes smaller organizations to Fortune 500 companies. Public customer stories can be found on the www.sap.com/cloudfortravel site which provide frequent updates including companies such as: Stulz Air Technology, Port of San Diego, Aasonn, and UST Global.

Target Verticles	SAP Cloud for Travel and Expense provides a value proposition that extends across all industry segments, with customers ranging across Manufacturing, Logistics, Automotive, Pharmaceuticals, Professional Services, Utilities, Consumer Goods, Technology, and many other sectors. Where required, SAP supports industry-specific expense regulations, such as the Sunshine Act in the US.
Partners/Resellers	GetThere, Amadeus e-Travel Management, Citric i:FAO, AirPlus International, Traxo, paymetric, American Express, Epi-Use, UST Global, Accenture, MasterCard, and Visa. SAP Cloud for Travel and Expense simultaneously integrates to multiple leading online booking engines (such as those listed above), while also offering standard itinerary-integration (via Traxo) regardless of online or offline booking channels.
Solution Name	SAP Cloud for Travel and Expense

Solution Overview

SAP Cloud for Travel and Expense is a fully cloud-based solution available in a multi-tenant, public cloud model or through a single-tenant, private cloud offering—underscoring SAP’s commitment to supporting the deployment preferences of its diverse customer base. The solution not only aids the business traveler, but also helps financial executives better control their companies’ travel and expenses, while increasing compliance with corporate policies. This strategic solution enables the business traveler to minimize the time and administrative effort of travel and expense management and concentrate on the business at hand. SAP Cloud for Travel and Expense is truly an end-to-end solution, from pre-trip approval and online booking to travel receipt capture and expense reimbursements.

SAP Cloud for Travel and Expense is a people-centric solution that is continuously evolving based on customer feedback. SAP is focused on providing an intuitive user experience by leveraging user-centric technologies such as HTML5 and mobile applications. One of SAP’s core strengths is its native integration into SAP ERP, allowing customers’ financial and HR data to automatically integrate into their expense system. This seamless integration reduces the duplication of data and processes and provides accelerated reimbursements from the AP department. In addition, the solution also integrates directly with SAP’s other cloud-based applications, such as the SAP Jam collaboration tool and SAP’s Employee Central solution. SAP Cloud for Travel and Expense also provides ready-to-consume web services, allowing users

to integrate with non-SAP ERP systems. The instant reconciliation and data accuracy enabled by this end-to-end integration is of tremendous value to customers.

To facilitate corporate compliance, SAP Cloud for Travel and Expense offers a complete set of functionality from pre-trip approval to booking and expense reimbursement. SAP's solution offers a travel approval functionality that allows users to request authorization from their managers before attempting to book flights or hotels. A unique feature in SAP's pre-trip approval is that a user can get a real-time assessment of their remaining budget after each booking or purchase. Budgets can be defined for each individual expense or for broader expense categories. Once managers have approved a travel request, Cloud for Travel and Expense's online booking partners such as GetThere, Amadeus e-Travel Management and Cytric by i-FAO offer sophisticated booking rules engines that enable travelers to easily arrange travel while complying within corporate travel policies and supplier contracts. Booking rules can be hard or soft, based on various factors such as employee grade/profile, preferred vendors, and destination—which warn or block a traveler from making out-of policy bookings.

SAP also offers a standard itinerary integration feature, via its partner Traxo, to easily import bookings from any other online booking tool or travel agency, providing travel integration to customers no matter what their travel booking channel. During the expense submission process, expense limits per expense category are enforced and can be configured to indicate a warning or prevent submission of excessive expenses. Customers may also default to automatic approval and auditing for expense reports fitting set criteria. Approval workflows can be set for multiple levels of management, and triggered based on the nature of the travel request or expense report. SAP Cloud for Travel and Expense also handles the creation of expense reports for non-trip related expenses, such as data plans and office supplies, allowing simultaneous travel and non-travel related expense items. SAP Cloud for Travel and Expense provides workflow approvals, for pre-trip, after online booking, and for expense reimbursements. Approvals and audits can be easily configured by country, expense type, employee type, expense amount, and destination, among other criteria. Approval requests result in e-mail notifications for the affected stakeholders and can be reviewed online or through SAP's mobile application.

Customers can use a variety of expense capture methods, from direct entry via the mobile application, automatic integration from purchasing cards, or emailing receipts into the system. SAP also integrates with Google Maps—simplifying mileage entry for travelers and providing greater accuracy in distance data. Finally, SAP Cloud for Travel and Expense also has embedded optical character recognition (OCR) features for receipts. Users can simply email receipt images (such as hotel bills) into the system, and will be directly transferred into the expense report. SAP's unique extensibility option gives remarkable flexibility to customers, allowing them to add custom expense fields and business rules to match their unique requirements.

Reporting and Analytics

SAP Cloud for Travel and Expense has native analytics capabilities and pre-set reports embedded in the solution that provide the ability to analyze spend by cost accounting assignments, geographic destinations, travel suppliers, and expense types, in both tabular and graphical formats. Using this data, a user can analyze trends in travel, modify travel policies to increase savings, or even negotiate terms with travel partners. Different roles may be assigned to gain access to varying levels of reports (Auditor, Manager, etc.) and reports may also be customized to an organization's needs. SAP Cloud for Travel and Expense runs on SAP's industry-leading HANA in-memory database, delivering high performance analytical and transactional processing capabilities to all customers.

Implementation and Pricing

Implementation times are short with cloud-based SaaS solutions. For SAP Cloud for Travel and Expense, the average implementation time is 8-12 weeks, depending on the scope of requirements and the level of the on-boarding services requested by the customer. SAP Cloud for Travel and Expense can be implemented in phases. Low risk, flexible and affordable one, two and three year subscription-based licensing options are available that require no additional software or hardware.

Training and Support

First time users are guided through the system with easy-to-follow instructions on the home page, as well as being prompted to watch an instructional video. An easy to access online help tab is located at the top of each screen that can be accessed for questions. SAP how-to videos and informational content are also available publicly on popular social media platforms such as YouTube and the SAP Community Network (SCN). Consulting services are offered through SAP and their partners throughout implementation.

SAP Case Study

UST Global Implements SAP Cloud for Travel and Expense

UST Global is an IT services and solutions firm based out of Aliso Viejo, California, with revenues exceeding 400 million dollars per year. UST Global serves a large array of industries from manufacturing and logistics to retail and hi-tech. Employing over 10,000 professionals, UST Global has an exceptional requirement for travel and expense management.

UST Global came to SAP knowing that their current expense management environment was simply not sufficient. Delays in the approval process led to countless losses from increased air and hotel fares, and the company continually missed out on opportunities to charge billable travel to clients, losing hundreds of thousands of dollars annually. UST Global sought to better manage over 50,000 annual travel and expense transactions and save money by enforcing travel policy when travel is booked and expense reports are created.

Among the extensive list of TEM solutions presented to UST Global, one solution provider stood out among the rest: SAP. By taking the time to evaluate the needs of UST Global and choose the best practices that would most benefit their interests, SAP presented UST Global with their SAP Cloud for Travel and Expense solution.

SAP's Cloud for Travel and Expense solution provided numerous benefits to UST Global. Employees could now enter travel expenses any time using a mobile device or a number of other convenient options. Managers were given greater control and visibility into travel budgets, costs, processes, and billable client travel expenses were now automated. This provided for accurate revenue reporting and significant cost savings. Another key benefit from SAP's implementation was the decrease in necessary travel management team staff, which allowed for reallocation of these employees to more value-added activities.

In total, the implementation of SAP's Cloud for Travel and Expense helped UST Global achieve over 3.4 million dollars in annual savings with no reduction in travel volume from the previous year. This savings represents close to one percent of total revenues—savings that are essential for growth and reinvestment. By implementing advanced workflow automation into UST Global's Travel and Expense system, the amount of time used to complete expense reports decreased by 85 percent, equaling an estimated \$725,000 in annual savings. Managers also spent 90 percent less time approving expense reports representing annual savings of \$500,000.

Clearly, SAP Cloud for Travel and Expense proved to be an excellent choice for UST Global. Corby Brendle, Practice Director at UST Global says, "SAP Cloud for Travel and Expense reduces our travel expenses and makes booking and expense reporting and reimbursement so much easier." This sentiment summarizes why so many companies find relief in travel and expense management software. This case study is just one of many success stories achieved through the adoption of SAP's Cloud for Travel and Expense.



About PayStream Advisors

PayStream Advisors is a technology research and consulting firm that improves the way companies plan, evaluate, and select emerging technologies to achieve their business objectives. PayStream Advisors assists clients in sorting through the growing complexities of IT applications related to business process automation with the goal of making objective, analytical, and actionable recommendations. Wherever business process automation technology is an issue, PayStream Advisors is there to help. For more information, call (704) 523-7357 or visit us on the web at www.paystreamadvisors.com.